PROSPERO GROUP

Accident & Incident Reporting Policy

Date: 28th October 2026

Review date: 28th October 2027

Approved by: Rob Grays - Chief Executive Officer

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Definitions

- **Accident** - An unplanned event resulting in injury, ill health, property damage or other loss.
- **Adult at Risk** – any person aged 18 years and over, who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.
- **Child/Children** - any person under the age of 18.
- **Client** – an organisation, which engages with Prospero Group to purchase Work-Finding Services. This includes, amongst others: Schools, Local Authorities, Care Homes, Universities, Parents/Carers and Private Sector organisations.
- **Incident** - An unplanned event which has caused, or had the potential to cause, injury, harm, loss, damage, disruption or a safeguarding concern.
- **Lockdown Incident** - Any situation where access to, movement within, or exit from a building, premises or area is restricted due to an actual or perceived threat to the safety of individuals present.
- **Near Miss** - An event that did not result in injury, harm or damage but had the potential to do so.
- **Parent/Carer or Guardian** – a person who has parental responsibility for, legal responsibility for, or provides day-to-day care and support to a child or adult at risk.
- **Prospero Group** – is comprised of three entities: Prospero Teaching, Prospero Health & Social and Prospero Integrated.
- **Service User** – is defined to mean Child, Children or Adult at Risk.
- **Temporary Worker** – an individual receiving Work-Finding Services, delivered by Prospero Group. This includes, amongst others: Teachers, Tutors, Teaching Assistants, Care Assistants, Support Workers and Nurses.
- **Work-Finding Services** – taken to mean recruitment activity, advertising of roles and provision of work-related training, provided by Prospero Group.

Purpose and Scope

Prospero Group is committed to promoting the health, safety and wellbeing of all individuals involved in, or affected by, the delivery of Work-Finding Services.

Accidents, incidents, near misses and emergency situations can occur in a variety of settings. This policy sets out the expectations for responding to, reporting and managing such events to help protect individuals from harm, support effective safeguarding practices and promote safe service delivery.

The welfare of Children, Adults at Risk and other Service Users remains paramount. Any accident or incident which gives rise to a safeguarding concern must be reported and managed in accordance with the relevant safeguarding procedures.

This policy applies to Temporary Workers, Clients, Service Users, Parents/Carers, Guardians, Visitors and any other individual affected by the activities of Prospero Group.

The policy applies to accidents, incidents, near misses and emergency situations arising in connection with Work-Finding Services, including those occurring:

- At Client premises;
- Within educational, healthcare and social care settings;
- Within Service Users' homes;
- Within community settings;
- During home-based tuition, support or care sessions;
- During training, meetings or work-related activities; and
- In any other location where services arranged through Prospero Group are being delivered.

This policy should be read in conjunction with Prospero Group's Health & Safety Policy, First Aid Policy, Safeguarding Children & Adults at Risk Policy and any applicable local procedures implemented by the Client or setting in which services are delivered.

Roles & Responsibilities

Prospero Group will:

- Promote a culture of health, safety and safeguarding;
- Maintain arrangements for reporting and reviewing accidents and incidents;
- Review information received and take appropriate action where necessary;
- Support investigations where appropriate;
- Escalate safeguarding concerns in accordance with safeguarding procedures;
- Cooperate with Clients, regulators and relevant agencies where required; and
- Use learning from accidents and incidents to improve working practices.

Temporary Workers must:

- Take reasonable care of their own health, safety and welfare and that of others;
- Follow the health and safety procedures of the setting in which they are working;
- Report accidents, incidents, near misses and safety concerns promptly;
- Seek medical assistance where necessary;
- Cooperate with investigations and reviews;
- Report safeguarding concerns immediately; and
- Submit reports using our Safeguarding or Incident Referral Form where required.

Clients are expected to:

- Maintain suitable health and safety arrangements;
- Provide appropriate first aid arrangements where required;
- Record and manage accidents and incidents in accordance with their own procedures;
- Inform Prospero Group of significant incidents involving Temporary Workers where appropriate; and
- Cooperate with any review or investigation.

Where appropriate, having regard to their age, understanding, needs and capacity, Service Users are expected to:

- Take reasonable care for their own safety and wellbeing.
- Follow reasonable safety instructions provided by Temporary Workers, Clients or other responsible adults.
- Raise any concerns about their safety, welfare or the suitability of the environment in which services are being delivered.
- Report accidents, injuries, incidents or near misses to a Temporary Worker, Parent/Carer, Client or other responsible person as soon as possible.
- Cooperate with reasonable measures implemented to manage risks and maintain safety.
- Treat others with respect and avoid behaviour which may place themselves or others at risk of harm.
- Participate, where appropriate, in discussions relating to their safety, wellbeing and support needs.

Where services are delivered within a home or community setting, Parents/Carers and Guardians are expected to:

Take reasonable steps to maintain a safe environment;

- Inform Prospero Group of accidents, incidents or safety concerns occurring during the provision of services;
- Seek appropriate medical assistance where required; and
- Cooperate with any review or investigation.

Responding to Accidents and Incidents

The primary objective following any accident, incident, near miss or emergency situation is to ensure the immediate safety and wellbeing of all individuals involved.

Where an accident or incident occurs, reasonable steps should be taken to:

- Ensure everyone is safe;
- Remove or reduce any immediate risk where it is safe to do so;
- Obtain first aid, medical assistance or emergency support where required;
- Contact emergency services where necessary;
- Notify the appropriate person within the setting;
- Ensure Parents/Carers are informed where a Child, Adult at Risk or other Service User is involved, where appropriate;
- Report the matter to Prospero Group; and
- Report any safeguarding concerns without delay.

The response should always be proportionate to the nature and seriousness of the incident.

Reportable Events

The following are examples of events which should be reported:

- Injuries requiring first aid or medical treatment;
- Slips, trips and falls;
- Medical emergencies;
- Property damage;
- Physical assaults;
- Verbal abuse, threats or intimidation;
- Aggressive or challenging behaviour;
- Accidents involving Temporary Workers;
- Accidents involving Service Users;
- Missing person incidents;
- Lockdown incidents;
- Emergency evacuations;
- Security-related incidents;
- Dangerous occurrences;
- Near misses;

- Safeguarding concerns; and
- Any event which has caused, or had the potential to cause, harm.

This list is not exhaustive and individuals should report any event where there are concerns regarding health, safety or welfare.

Reporting Requirements

All accidents, incidents, near misses and safeguarding concerns should be reported to Prospero Group as soon as reasonably practicable.

Where an incident occurs within a Client setting, individuals should also comply with the Client's own reporting procedures.

Where services are delivered in a Service User's home or community setting, accidents, incidents, injuries, safety concerns and safeguarding concerns involving a Temporary Worker, Service User, Parent/Carer or third party must be reported to Prospero Group as soon as possible.

Where a safeguarding concern arises, the matter must be reported immediately through using our Safeguarding or Incident Referral Form where required.

Individuals should never assume that another person has already reported an incident.

Safeguarding Considerations

The welfare of Children and Adults at Risk must remain the primary consideration when responding to any accident or incident.

Whilst some incidents may initially appear to be health and safety matters, they may also indicate wider safeguarding concerns.

Examples include:

- Unexplained injuries;
- Neglect;
- Unsafe home environments;
- Inadequate supervision;
- Abuse or exploitation;
- Inappropriate behaviour by adults;
- Emotional wellbeing concerns;
- Missing person incidents; and
- Repeated accidents or incidents involving the same individual.

Any concern relating to the safety, welfare or wellbeing of a Child or Adult at Risk must be reported immediately through the Prospero Safeguarding Reporting Link and managed in accordance with relevant safeguarding procedures.

Lockdowns, Emergencies and Security Incidents

Individuals must follow all reasonable instructions issued during emergencies, lockdowns, evacuations or security incidents.

This includes incidents involving:

- Violence or threats of violence;

- Intruders or unauthorised persons;
- Public disorder;
- Suspected weapons;
- Environmental hazards;
- Emergency evacuations;
- Terrorist-related incidents; and
- Any other situation posing an immediate risk to health, safety or welfare.

Where a Temporary Worker is involved in, witnesses or is affected by such an incident, the matter should be reported to Prospero Group as soon as reasonably practicable.

Any associated safeguarding concerns must also be reported through our Safeguarding or Incident Referral Form.

RIDDOR and Regulatory Reporting

Certain work-related accidents, injuries, diseases and dangerous occurrences may be reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

Where an incident occurs within a Client setting, responsibility for determining whether a RIDDOR report is required will normally sit with the Client.

Temporary Workers must ensure that any potentially reportable incident is brought to the attention of both the Client and Prospero Group without delay.

Monitoring and Learning

Information relating to accidents and incidents may be reviewed to:

- Identify trends and recurring issues;
- Improve health and safety arrangements;
- Support safeguarding practices;
- Review risk assessments;
- Identify training requirements; and
- Reduce the likelihood of similar incidents occurring in the future.

Safeguarding Procedures

Prospero Group will follow established safeguarding procedures in accordance with local and national guidance. Where safeguarding concerns are identified, this may include sharing information with or contacting the police, social services or other relevant authorities, as appropriate.

Data Protection

Prospero Group is committed to protecting the privacy and confidentiality of personal data. All personal data processed under this policy will be handled in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018, and Prospero Group's data protection policies and procedures.

Enforcement

This policy will be enforced by Prospero Group's CEO, Managing Director, Operations Directors, Head of Compliance & Safeguarding and Data Protection Officer.

Failure to adhere to this policy may result in appropriate action being taken. For Temporary Workers, this may include the suspension or termination of Work-Finding Services and referral to the Disclosure and Barring Service (DBS) and/or relevant professional body, where applicable. Prospero Group also reserves the right to suspend or terminate its relationship with any Client where safeguarding concerns, breaches of this policy, or actions that place Service Users at risk are identified.

Review

This policy will be reviewed annually and updated as necessary to reflect changes in legislation, government guidance and best practice.